



CHRA-NE(E) Europe Region



CPOL Service Desk (CPOLSD)
aka

CA Service Desk (CASD)
for Employees and Managers



How to submit CPOL/CA Service Desk Tickets

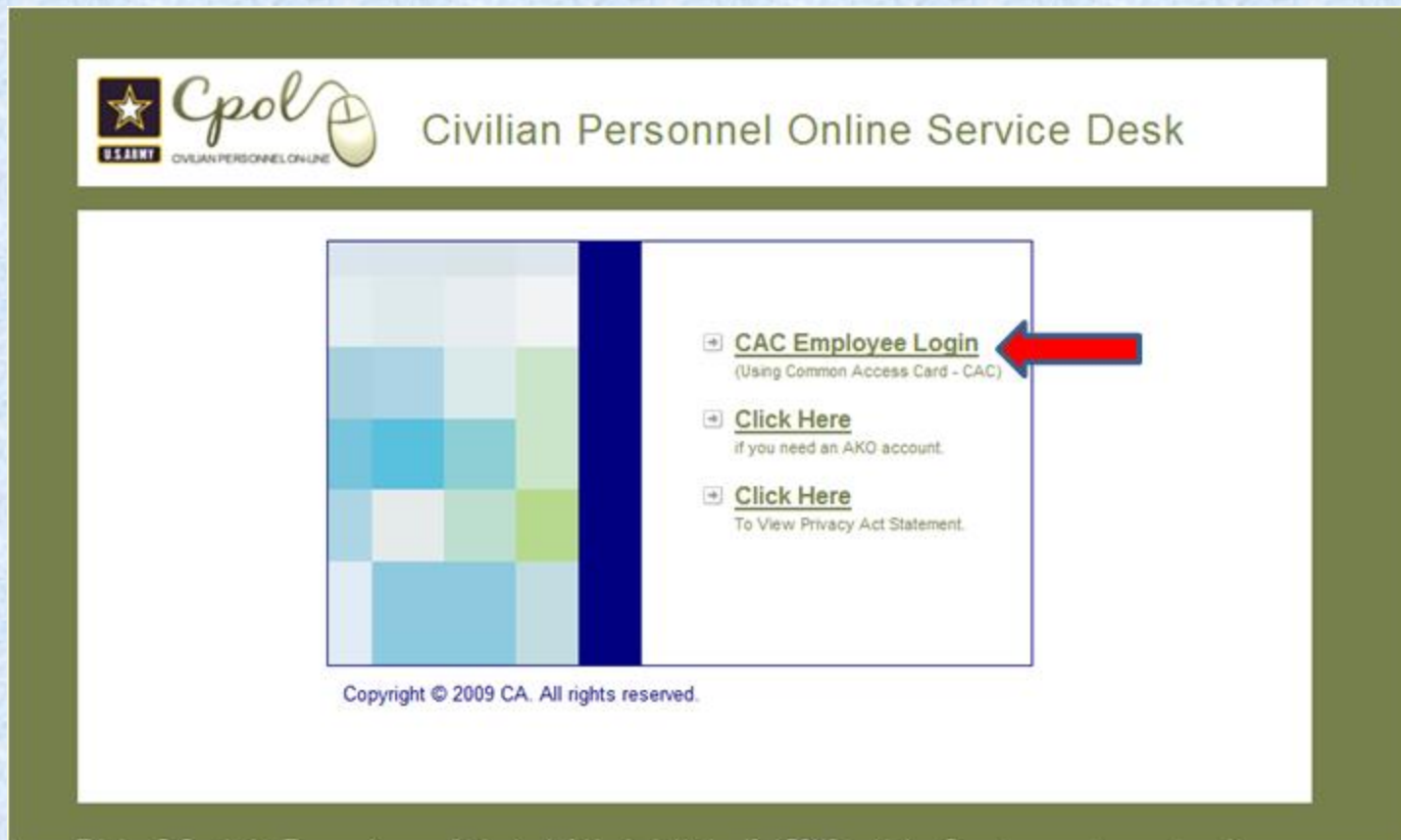
Revised: 24 February 2016

CPOL aka CA Service Desk

- CPOL Service Desk is also known as CA Service Desk.
- Acronyms used:
 - CPOLSD
 - CASD
 - CA Ticket
- “CPOL Service Desk” is located in CPOL > Portal > Employee TAB, Manager TAB, and HR Specialist TAB in the right hand column under Automation section
- Direct Link to CPOLSD/CASD:
<https://servicedeskw.cpol.army.mil/cpolsd>
- Used to report problems with eOPF, MyBiz, and other Human Resources programs and applications.
- CAC Enabled (if you do not have a CAC, please see your supervisor for assistance in entering a CA ticket or your HR liaison.)

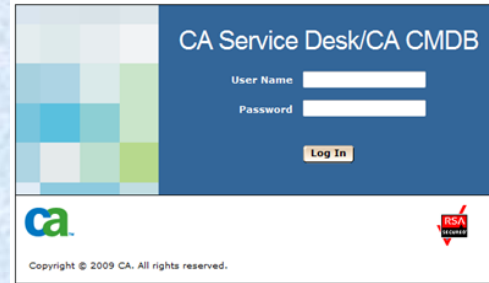
Entering CPOL aka CA Service Desk

1. In [Portal](#), click on "[CPOL Service Desk](#)" in the Automation section available on the Employee TAB, Manager TAB, and HR Specialist TAB
2. Click on "[CAC Employee Login](#)" link.

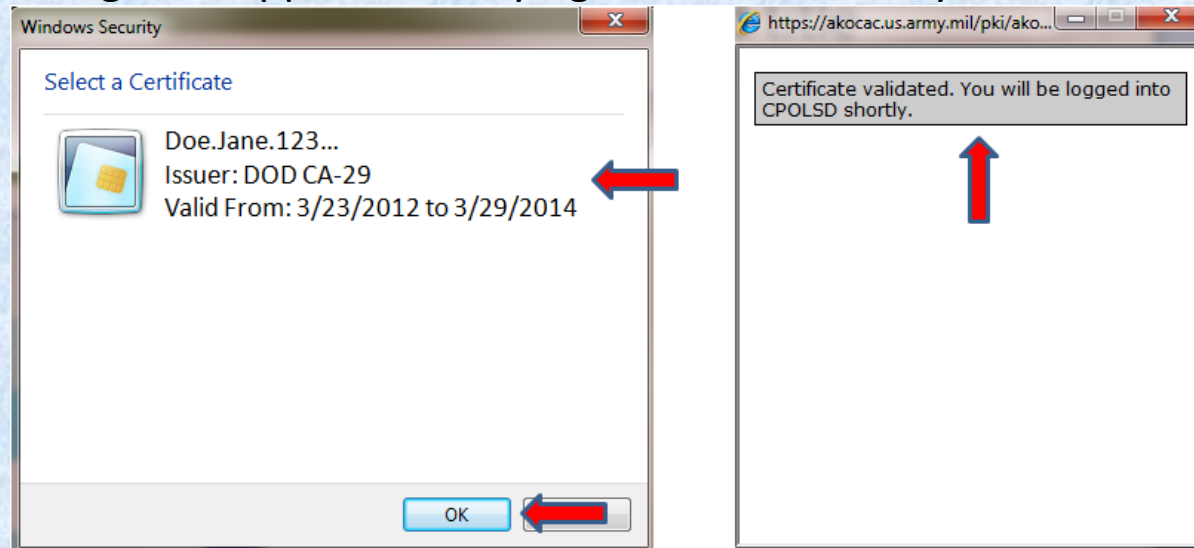


Entering CPOL aka CA Service Desk

3. If you are directed to the “User Name/Password” window instead of the below CAC Certification window, then please contact your servicing CPAC <https://wu.acpol.army.mil/eur/automation/contact.htm> and request to get your CASD Profile established. Provide your AKO ID.



- 3a. When the “CAC Certification” window appears you must select your valid “CAC DOD Certificate” and click “OK”.
4. A message will appear identifying the validation of your certificate.



Creating a CPOL aka CA Service Desk Ticket

5. The main CPOLSD / CASD will appear.
6. The upper left hand corner will identify who has logged in.
7. Under the Request Support Area, click on “Create a New Request”.

Civilian Personnel On-Line Service Desk. / CA CM...

Civilian Personnel On-Line Service Desk. / CA CMDB

Logged in as: Doe, Jane [Log Out](#)

Role: r11 Employee [Set Role](#)

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Search for a Solution

Search for a solution using keywords:

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DCPDS Portal "Bad Cert Error". See Attached Error Screen Shot "Bad Cert Error"

User receives message "Bad Cert" when trying to access the DCPDS Portal (Not E

BOXI Data Dictionary - Nov 06.xls

Where can I find BOXI information about...

User is unable to access Army Regions link in DCPDS.

CAC doesn't work anymore

Account is disabled

APP-PAY-07165 Current Row is Locked

BOXI doesn't work after computer/security update

Word 2007

APP-PAY-07188: You cannot extend your end date past the end of time (Canceling W

APP-PAY-07188: You cannot extend your end date past the end of time

APP-FND-01860: An error has occurred in workflow processing 3133

APP-PAY-07188 - Possible Workaround for NOA 703

APP-00222: Encountered an error while getting the oracle user account for your c

Powerpoint 2007

APP-GHR-38292: For Return to Duty Action employee Assignment Type must be Suspen

If the NOA is 702, 703, 713, 740, 741, or 721 and either S-C LAC Code or S-E LAC

APP-FND-01860 - An error has occurred in workflow processing. 3133: Activity I

APP-GHR-38372

Request Support

[Create a new Request](#)

[Create a new Change Order](#)

[Service Desk contact information and hours of operation](#)

Look up my existing Requests

You have 10 open requests

You have 289 closed requests

You have 0 open change orders

If you know the number, please enter:

A request number:

[Go](#)

OR a change order number:

[Go](#)

Announcements

07/13/2012 02:21 pm

Problem:

Users receive an "Invalid or Previously Registered Username" error when attempting to add the CSU region. Lockheed Martin is working to provide a permanent fix for this problem and has determined that if a CSU account is deleted and immediately rebuilt, a "RAD" entry is created in the OID table in the DCPDS Portal. If this occurs, users WILL NOT be able to associate the CSU region until a script can be run against the account.

Solution:

If it is necessary to delete a CSU account, wait 30 minutes (allowing a system refresh) before rebuilding it. Contact Mark Haynes, mark.e.haynes.ctr@mail.mil, if you have any questions or concerns.

05/04/2012 11:51 am

NOTICE TO ALL REGIONS

Some users have been experiencing problems with logging into the CPOL Portal and some other CAC enabled applications. The popup window that normally displays a confirmation that the CAC login was successful and redirects the user to the application is now sometimes displaying the code of the scripts. We have reported this problem to AKO and the Army Enterprise Service Desk. Until it is resolved, we recommend using one of the following workarounds:

1. Navigate directly to the CPOL Portal <https://acpol.army.mil/ako/cpolmain/> instead of going to the CPOL Homepage and selecting the option for CAC login
2. If this problem is affecting other CAC enabled sites, go to the Tools menu in Internet Explorer and select the option for "Compatibility View"

Creating a CPOL aka CA Service Desk Ticket

Each ticket is given a request number. This is visible in the left hand corner.

8. Verify your “Phone Number” is correct. *
9. Verify your “Email Address” is correct (could be your AKO or Enterprise email address). *
10. **DO NOT** change the “Urgency” or “Impact” options. These will be changed by the Helpdesk.
11. Click on the “Request Area (required)” hyperlink and follow the CA Service Desk – Request Area Navigation Guide for Employees and Managers to select the correct “Request Area”:
[https://wu.acpol.army.mil/eur/automation/Request Area Navigation Guide Emp Mgr.pdf](https://wu.acpol.army.mil/eur/automation/Request%20Area%20Navigation%20Guide%20Emp%20Mgr.pdf)

* If your phone number or email address is incorrect, submit a CA ticket to request area “CHRA.EU.ISD.FAB.HR Applications” and request item to be corrected in your CASD profile.

Civilian Personnel On-Line Service Desk. / CA CMDB

Logged in as: Lamansky, Tamara (Log Out) Role: r11 Employee (Set Role)

Create New Request 230306 [Save] [Cancel] [Reset] [Attach Document]

Reported by
Lamansky, Tamara L.

Phone Number
DSN: [Field] ← 8

Urgency (required)
S - As time permits ← 10

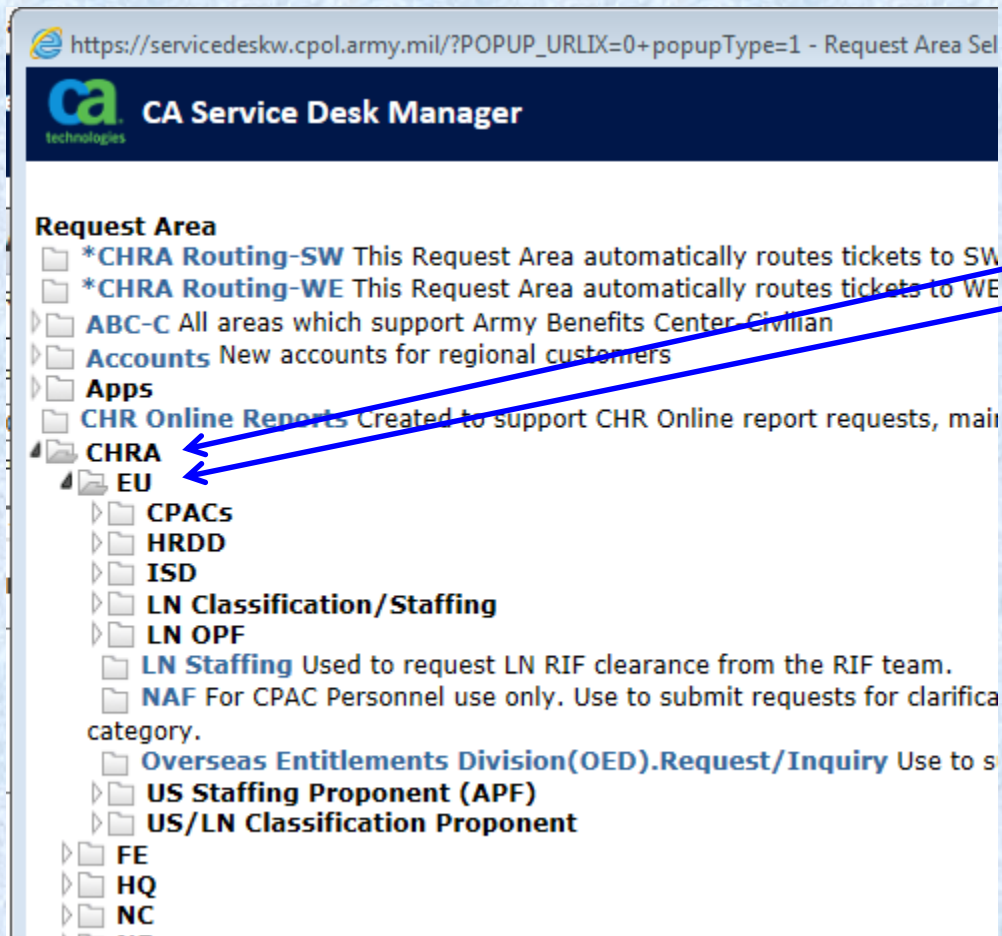
Email Address
[Field] ← 9

Impact (required)
S - LOW Impact - One User ← 10

Request Area (required) ← 11

Request Description (Please DO NOT enter Privacy Act Data) (required) [Spelling]

Creating a CPOL aka CA Service Desk Ticket



**All tickets must be submitted to
CHRA > EU**

As "Request Area" select ALWAYS:

**CHRA > EU > then choose
appropriate Ticket Type**

***Please do not use any of the other
available Request Areas to prevent
unnecessary delays processing your
request.***

On the Navigation screen, click on
The '▶' in front of the folder identified
in the navigation path instructions.

Clicking on the '▶' will expand the
folder to show additional sub-folder
selections. Continue to open
sub-folders if required to target
your final selection.

Creating a CPOL aka CA Service Desk Ticket

12. Enter your problem/issue in the “Request Description” block. Please DO NOT enter SSNs or any other PII data in the summary or the description fields when creating tickets!
If you need to transmit that data, please attach it in a word document if there is no Template created for that Request Category. Thank You!
13. If screen shots or other documents are needed to support your issue, click on the “Attach Document” button and follow the instructions on the next page.
14. When complete, click on “Save”.

Civilian Personnel On-Line Service Desk. / CA CMDB

Logged in as: Lamansky, Tamara (Log Out) Role: /11 Employee (Set Role)

Create New Request 230306

Save Cancel Reset Attach Document

Reported by
Lamansky, Tamara L

Phone Number
DSN:

Urgency (required)
5 - As time permits

Email Address

Impact (required)
5 - LOW Impact - One User

Request Area (required)
Europe.ISD.FAB.eOPF AF/NAF

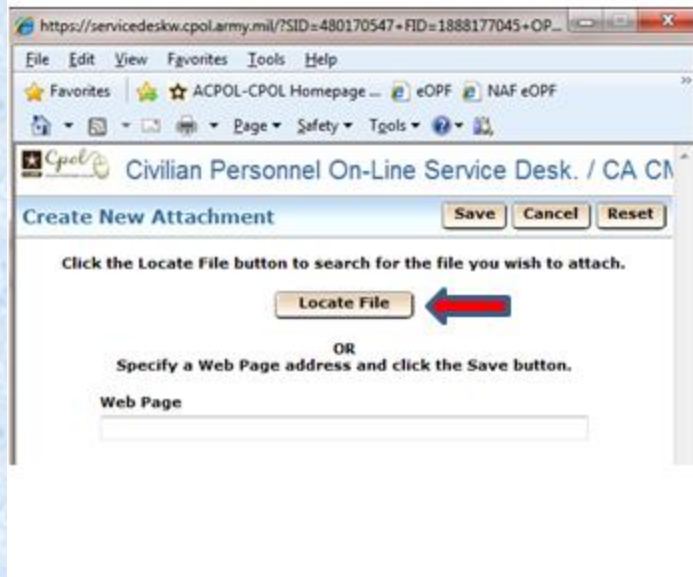
Request Description (Please DO NOT enter Privacy Act Data) (required) Spelling

This is where you would enter your problem/issue. This ticket is for use for the CPOLSD instructions. DO NOT ENTER A SOCIAL SECURITY NUMBER IN THIS BLOCK

Creating a CPOL aka CA Service Desk Ticket

Attaching a Document


- After clicking on “Attach Document”, click on the “Locate File” button.
- Click on the “Browse” button and locate the needed file.
- Click on the “OK” button.
- Once the document is attached you will see a status screen verifying a successful upload.
- Click on the “Save and Close” button.



Creating a CPOL aka CA Service Desk Ticket

Once the ticket has saved, you will be returned to the main inbox. You can review open and closed tickets from your inbox:

- Click on [“You have ## open requests”](#) to see the status of open tickets.
- Click on [“You have ## closed requests”](#) to review resolved tickets.
- If you know the number of the ticket, you can search by entering the number in the [“A request number”](#) block and click on [“Go”](#).



Request Support
[Create a new Request](#)
[Create a new Change Order](#)
[Service Desk contact information and hours of operation](#)

Look up my existing Requests
[You have 11 open requests](#)
[You have 289 closed requests](#)
[You have 0 open change orders](#)

If you know the number, please enter:
A request number:

OR a change order number: